

# Telia Yhteys service description

This service description tells you what your service contains. The service description is part of your Telia Yhteys Multi agreement.

## General description

The Telia Yhteys Multi service is a service provided by Telia Finland Oyj (hereinafter referred to as “Telia”) and aimed at consumer and corporate customers. The service enables the use of a single phone number on several devices. In other words, the same number can be used, for example, on a phone and a smart watch. In addition to the main subscription, the Multi service provides parallel SIM cards, which allow the use of the main subscription number on several devices. The service can be connected to a telephone subscription that is currently active (main subscription). The SIM cards of the parallel subscriptions of the Multi service have separate PIN and PUK codes. The number of the main subscription is displayed to the receiving party for normal calls and messages. By default, any call barring applied to the main subscription is also applied to the parallel subscriptions. Other supplementary services are subscription-specific and must be ordered separately for the parallel subscriptions. In addition to the service-specific terms, the supplementary services are subject to the valid Telia’s General Delivery Terms for Consumer/Business Customers Concerning Services.

## Outgoing calls and text messages

When calls are made or text messages sent from the main subscription or the parallel subscription, the number of the main subscription is relayed to the recipient. The actual number of the parallel subscription is relayed to the recipient when making an emergency call. When calls are made or text messages sent while abroad using the parallel subscription, it is not always possible to display the main subscription number to the recipient.

In this case, the number of the parallel subscription will be displayed to the recipient. It is not possible to call the main subscription using a parallel subscription linked to the Multi service – or vice versa.

## Incoming text and multimedia messages

By default, incoming text and multimedia messages are routed simultaneously to both the main and the parallel subscriptions. If some of the phones linked to the Multi service are switched off, or a text message cannot be delivered for some other reason, the message will be delivered to the device to which it can be delivered first.

## Invoicing and payment method

The service is subject to a monthly charge and a connection charge in accordance with the price list valid at any time. The customer is sent a joint invoice, in accordance with the valid price list, for the use of the main and parallel subscriptions, as well as for any supplementary services ordered for them. The use of the main and parallel subscriptions are always invoiced on one single invoice. Information about delivery fees and other charges can be found in the pricelist.

The payment option for the subscription and any telecommunications services used with it is invoice, paid by wire transfer. The term of payment is 14 days. You can find the due date on the invoice. The parallel subscriptions for the Multi service are subject to the pricing and packaging applicable to the main subscription. The call, message and surf package volumes available to the main subscription are also available to the parallel subscriptions of the Multi service.

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## Estimated maximum transmission speeds

In the Telia Yhteys Multi service, the Internet access speed of the parallel subscriptions depends on the selected Multi service package.

Multi service The Internet access speed of the Multi service for the parallel subscriptions is 10 Mbps regardless of the speed of the main subscription.

### 10 Mbit/s

Network technology	Maximum rate of incoming traffic	Range of variety in incoming traffic	Maximum rate of outgoing traffic	Range of variation in outgoing traffic
2G	0,2 Mbit/s	0,02-0,2 Mbit/s	0,1 Mbit/s	0,01-0,1 Mbit/s
3G	10 Mbit/s	0,4-10 Mbit/s	4 Mbit/s	0,1-4 Mbit/s
4G	10 Mbit/s	5-10 Mbit/s	5 Mbit/s	3-5 Mbit/s
4G+	10 Mbit/s	5-10 Mbit/s	5 Mbit/s	3-5 Mbit/s

Multi+ service works in 2G, 3G, 4G and 5G networks, and the maximum speed and traffic intervals with a parallel connection are the same as with the main interface. A 5G network is only available with a parallel connection if the main connection is a 5G subscription. The maximum speed of data transfer and the speed variation depend on the speed of the network packets of the main interface, the characteristics of the device and the load on the network

## Limitations of use

To use the Multi service, you must have the Telia 4G voice service activated for the main subscription.

Depending on the device manufacturer, limitations may apply to the use and functionality of the Multi service. For example, parallel subscriptions of the Multi service cannot be used on all devices in foreign networks. Telia is not responsible for any device manufacturer-specific limitations applicable to the use of the Multi service. More information on the major limitations affecting the use of the Multi service is available on the order confirmation and, depending on the device manufacturer, in the user instructions for the device.

## Amendments

You can terminate the Multi service by contacting Telia's customer service or, depending on the device manufacturer, through a separate application. The applicable period of notice is 14 days when the customer terminates the service

## Monitoring the use of the service and price information

To access information about the use of the service and the fees incurred, log into Minun Telia at [telia.fi/kirjaudu](https://telia.fi/kirjaudu) (in Finnish), use the Minun Telia app or call Telia's customer service. Up-to-date price information is available at [telia.fi](https://telia.fi) and from Telia's customer service.

## Customer support and complaints

Telia's customer support is available on 020 690 400 on business days between 9 a.m. and 8 p.m. and on Saturdays between 10 a.m. and 4 p.m (mcc/lnc). For fault reports, the service hours are on business days between 10 a.m. and 4 p.m. and on Saturdays between 9 a.m. and 4:30 p.m. You can also file a fault report online at [telia.fi/asiakastuki/viat-ja-hairiot/hairioilmoitus](https://telia.fi/asiakastuki/viat-ja-hairiot/hairioilmoitus) (in Finnish). In urgent cases (e.g., requesting a PUK code or blocking the subscription), our customer care chat is available 24/7 after logging into Minun Telia, or via the Minun Telia app. You can also submit a contact request at [telia.fi/asiakastuki/lomakkeet/yhteydenottopyynto](https://telia.fi/asiakastuki/lomakkeet/yhteydenottopyynto) (in Finnish). You can also send customer complaints by mail to Pasilan asema-aukio 1, 00520 Helsinki.

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Telia's corporate customer service is available at 0200 20 300 on weekdays from 8 am to 4 pm, fault reports 24/7 (94 cents/phone + 54 cents/starting min, VAT 0% + local network charge, queuing local network charge). You can also send a message or file a fault report through the My Telia for Companies e-service, and the chat is open on weekdays from 8 am to 4 pm

## Products and services suitable for people with disabilities

The voice, Internet connectivity and data transfer services provided by Telia do not have specific features intended for disabled end-users. Because of the nature of the services, special features are practically impossible to implement in them. The features of the terminal devices play key role in the accessibility of Telia services. Accessories and assistance software for devices, customized to the needs of each customer group make using Telia's services fluent. Information regarding these accessories and applications is available from organizations for people with disabilities.

## Processing of personal and traffic data

### Personal data required before the conclusion of an agreement

Before an agreement is concluded and while it is being prepared, the following data are required for the conclusion of the agreement and for uniquely distinguishing and identifying the customer:

- Name and contact information
- Personal identity number
- The identity can be verified with a proof of identity or by means of strong electronic authentication or by using another means, depending on the channel of contact

In addition, in order to assess the creditworthiness of the customer, information may be required in relation to the customer relationship and payment behaviour, and the necessary information reflecting the creditworthiness may be acquired from external sources.

### Personal and traffic data collected while using the service

When using the service, the customer's personal data is collected, such as contact details or other information provided while communicating with Telia, or data related to customer communication and marketing as well as to the agreement, complaints, invoicing and payments. These data may be collected and updated from the customer. The data to be collected may be generated in connection with communicating with Telia or using the service, and the data may be updated and collected from external sources, such as the population information system or Finland Post's systems.

Furthermore, information concerning the use of and invoicing of the service, as well as communications traffic data, such as information concerning communications transactions and the parties, location, time and devices involved with the communication will be processed while using the service.

### More information regarding the processing of personal and traffic data

More information regarding the personal and traffic data collected and processed, the grounds for processing, the customer's rights with respect to the processing of the data and contact details can be found in Telia's privacy notice and in the service-specific privacy notices, if any. These are available on Telia's website at [telia.fi/tietosuoja](https://telia.fi/tietosuoja) and at Telia's offices.

## Other terms and conditions

During the period of validity of a parallel subscription, it is not possible to change the ownership of the main subscription of the Multi service in order to transfer it to another person. To do this, the Multi service must first be terminated.

Any talk time or free gift campaigns and other subscription offers are not applicable to the parallel subscriptions of the Multi service.

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Upon the expiry of the agreement for the main subscription, the Multi service agreement and the functioning of any parallel subscriptions related to it will automatically terminate without a separate termination.

With regard to matters not mentioned in this service description, Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at the given time, will be applied.